

U.S. Mission to the United Arab Emirates  
U.S. Embassy Abu Dhabi – U.S. Consulate General Dubai

### **Message # 19/2011 for U.S. Citizens - New Appointment System**

U.S. Mission to the United Arab Emirates  
U.S. Embassy Abu Dhabi - U.S. Consulate General Dubai

Effective September 5, 2011, routine citizen services will be available by appointment only from Sunday through Thursday between 12:30pm and 3 p.m. Walk-in appointments are not possible for routine services related to passports, birth registrations, and notary services. It is possible, however, to have several services during the same visit to the Consulate. Please make a separate appointment for each individual service.

Emergency appointments are available for those requiring passport services to travel within 36 hours or requiring other immediate special consular services (for example, to report a death or arrest). Please email [Dubaiwarden@state.gov](mailto:Dubaiwarden@state.gov) with your specific circumstances including the nature of the emergency.

#### **Telephone Inquiry Hours:**

8 a.m. to 12:30 p.m. for matters related to routine American citizen services

#### **Emergency Services for American Citizens**

In the event of an emergency, such as the death or arrest of an American citizen, we stand ready to assist 24 hours a day. You may contact the Embassy and Consulate duty officers through the Embassy emergency number at 02-414-2500 or the Consulate switchboard at 04-309-4000.

**The U.S. Embassy in Abu Dhabi** is located at Embassies District, Plot 38, Sector W59-02, Street No. 4, P.O. Box 4009. The telephone number is (971) (2) 414-2200, and the Consular Section fax number is (971) (2) 414-2241. The email address for American Citizens Services inquiries, including passport questions, is [abudhabiacs@state.gov](mailto:abudhabiacs@state.gov). The Embassy Internet web site is <http://abudhabi.usembassy.gov>.

For after-hours emergencies in Abu Dhabi, contact the Embassy at (971) (2) 414-2500 for the Abu Dhabi Duty Officer.

**The U.S. Consulate General in Dubai** is at its new permanent location at the corner of Sheikh Khalifa Bin Zayed and Al Seef Streets on the Dubai Creek in Bur Dubai, P.O. Box 121777. The telephone number at the new Consulate General is (971) (4) 309-4000. The Consular Section's fax number is (971) (4) 3547369. The email address for American Citizens Services inquiries, including passport questions, is [dubaiwarden@state.gov](mailto:dubaiwarden@state.gov). The U.S. Consulate General's Internet web site is <http://dubai.usconsulate.gov>.